

*For Your Care  
and Comfort*



# *A Twenty-four Hour Service*

- A VOLUNTARY NON-PROFIT HOSPITAL
- SERVING: Medical, Surgical and Obstetrical Patients
- PURPOSE: Better health for our communities
- CAPACITY: 148 adult beds, 25 bassinets
- INCORPORATED: November 26, 1900

Hospital and School of Nursing  
opened March, 1903

THE FAULKNER HOSPITAL  
1153 CENTRE STREET  
JAMAICA PLAIN, BOSTON 30  
MASSACHUSETTS

## *This Is Your Hospital*

The FAULKNER HOSPITAL was founded by Dr. George Faulkner of Jamaica Plain and his wife, Abby Adams Faulkner. It stands as a memorial to Mary, their daughter, who died at the age of 37 years.

The Faulkner is *your* Hospital. You have probably contributed to its upkeep in some way. Now it stands ready to serve you.

It functions under a Corporation and a Board of Trustees who serve without remuneration.

## *Help Us To Help You*

Most hospitals today are faced with serious personnel shortages. The Faulkner Hospital is no exception. In order to give you good patient care and opportunities for convenient contact with your visitors, the Hospital has established a few simple but necessary regulations. By observing them, you and your friends will help us to give you even better patient care.

We appreciate receiving suggestions that may help us to improve our service and correct any sources of annoyance to you.

## *Your Arrival*

Patients are admitted through their own private physicians who must be members of the Medical Staff of The Faulkner Hospital.

On the day you are to be admitted, report, if at all possible, at the Hospital between 1 P.M. and 2 P.M. Later arrival does not allow adequate time in the laboratories, nursing and dietary departments for proper attention to your needs.

It is suggested that you bring your own nightgowns or pajamas, dressing gown, slippers and toilet articles.

Patients who have no private physician or patients whose private physician is not a staff member are given their choice of a Faulkner staff physician or are placed under the supervision of the doctor who is on ward service at the time.

### *We Meet You Like This*

When you come to the Hospital enter the main building. You will be greeted by a friendly hostess who will take your name and the name of your doctor. You will then be taken to the Admitting Office and asked a few necessary questions, if your physical condition permits. A member of the nursing staff will then take you directly to your room. Remember, these are all friendly people, anxious to make you feel at home and help you get well.

### *These People Are Interested In You*

Doctors on the medical staff are men of high standing, professionally and ethically.

The resident physicians and interns are graduates of approved medical schools, continuing their medical

educations in this Hospital. They are well qualified to care for you under the direction of your own doctor.

The Head Nurse is in charge of the floor to which you are admitted. She is responsible for your nursing care and service. The Director of Nursing, Assistant Director of Nursing and the Nursing Supervisor visit patients frequently. Their visit is to give you an opportunity to tell them of any way in which your care may be improved.

There are other members of the nursing team with whom you will come in contact. The general duty nurses are graduates of approved schools of nursing. Their time is divided amongst several patients. However, they will assist you in every possible way. If you should have a "special" nurse she, of course, will have complete charge of your nursing care during her hours on duty.

The student nurses have been selected because of their special qualifications for the nursing profession. You will find their fresh enthusiasm and interest both comforting and inspiring.

Suggestion: Please do not take advantage of their willingness to serve by asking them to do unnecessary tasks. They must have time daily for many hours of study.

The Hospital Aides, Ward Aides, Orderlies and Volunteers are also carefully selected and have received special training for their jobs.

All personnel work together as a team for the better care of the patient.



## *So Are These*

There are many people behind the scenes with whom you will not come in contact. None the less, they are working for your comfort. They are the chefs, the bakers, the dietary men and women; the housekeeper, the seamstress, the maids and porters; the laundry manager, the laundry men and women; the engineers, carpenters, firemen, painters and electricians; the record librarian and record clerks; the pharmacists; the switchboard operators, and many others. You probably will meet at least one member of the laboratory, x-ray, dietary and accounting departments.

You see, a hospital is a small world of its own but a world that is working *for you*; every day and every night, twenty-four hours, 365 days a year. Our concern is not only your physical care, but your personal satisfaction in your total care.

## *Should You Have An Accident*

If you are unfortunate enough to meet with an accident of any kind and are brought to The Faulkner by relatives, friends, a good samaritan or the police, you will be taken to the Emergency Room and looked after. If you have a family doctor who is on the medical staff of this Hospital he will be contacted at once. If you do not have a family doctor the names of several staff members will be suggested to you for your own choice or you may wish to have the staff physician on service at the time you are admitted.

A member of the resident medical staff is on hand to take care of you until your doctor arrives.

Sometimes it may be necessary, for the patient's welfare, that the Hospital recommend transfer to a special service Hospital — especially in cases of eye injuries and when very young children are concerned. The Faulkner does not have a pediatric service.

### *Jewelry Is Beautiful But —*

It is urged that valuables *not* be brought to the Hospital. In the event they are, the Admitting Officer will deposit them in the safe provided for this purpose. Unless this is done the Hospital cannot be held responsible. Caution: If you have dentures tell the nurse. She will provide a suitable container.

### *Your Health Is Worth It*

It may be necessary for the Hospital to ask questions of a personal nature with reference to financial arrangements. Only by asking such questions can we help you choose the most suitable accommodations. A private room, naturally, costs more than a semi-private.

A deposit of \$100.00 is required on or before the day of admission. If you carry Blue Cross a deposit of \$50.00 is requested. *Please bring your Blue Cross identification card with you.* Blue Cross credit will be allowed after approval of benefits has been received from Blue Cross.

If you carry any other form of hospitalization insurance, payment should be made to the Hospital in the usual way. A duplicate bill may then be obtained from the Hospital and reimbursement to you made by the insurance company, unless assignment of payment to the Hospital through the insurance company has been made.

During your stay in the Hospital a detailed bill will be rendered every seven days. Payment is expected on a weekly basis. If you have any question or misunderstanding about your bill, notify the Accounting Office immediately. Final bills are rendered at the time of discharge and effort is made to include all charges for special services. Occasionally, however, special services may be rendered for the patient just prior to discharge and too late for inclusion in the final bill. To cover such instances, a bill will be mailed to you as soon as it is ready. Checks should be made payable to The Faulkner Hospital.

The Cashier's Office is open from 9 A.M. to 5 P.M. Sundays and holidays it is open from 9 A.M. to 12 noon. Please arrange to settle your account during these hours.

Hospital charges are enclosed in this brochure on a separate sheet. The day of admission and the day of discharge are counted as only one day if you leave before 11 A.M.

Doctors' and "special" nurses' charges are not included in the Hospital bill. You will receive separate bills from your physicians and "special" nurses.



## *Our Blood Bank Protects You*

The Blood Bank provides a twenty-four hour service whereby patients may, if necessary, receive lifesaving transfusions. In order to keep this essential service functioning for you, we must depend on your relatives and friends for replacement of blood used.

Blood is taken from donors on Mondays and Thursdays, 4-6 P.M. Persons wishing to donate blood should call JAMAICA 4-3200, ask for "Blood Bank" and make an appointment. Persons between the ages of 18 and 60, if in good health, should feel no hesitancy in acting as donors. Those under 21, if unmarried, are requested to bring a letter of consent from parent or guardian.

Donors should not take any alcohol or food during the preceding four hours. If food is felt to be necessary dry toast, orange juice, tea or coffee without cream, are recommended.

## *Your Donors Protect Your Pocketbook*

There is no charge for the blood *when it is replaced*. Blood replacement requires two donors per transfusion. In order to function properly, the bank must have on hand a sufficient amount of blood of the proper types to supply emergency needs. For instance, you or a relative or friend, might require a transfusion in the middle of the night or on the operating table. Also, some patients are unable to find donors, and the blood they use is never replaced. The Bank keeps a record

on replacements for each patient. Replacements may be made at any time with adjustment of hospital charges accordingly.

The charge for each transfusion, if no donors are provided, is \$40.00; if one donor is provided the charge is \$16.00; if two donors there is only a \$7.50 administration fee.

### *Your Visitors Can Help You*

Visiting hours for patients' families and friends have been lengthened and the plan has worked out to the mutual benefit of all.

#### MEDICAL and SURGICAL

Private Rooms . . . . . 11 A.M. to 8 P.M.

Semi Private and Ward . . . . . 2 P.M. to 8 P.M.

#### OBSTETRICAL

Private Rooms . . . . . 11 A.M. to 12 NOON  
3 P.M. to 8 P.M.

Semi Private Rooms . . . . . 3 P.M. to 4 P.M.  
7 P.M. to 8 P.M.

The Hospital suggests that visits be limited to fifteen or twenty minutes at a time. This protects you, the patient, and you will look forward to the next visit, with pleasant anticipation.

In order to conserve your strength we suggest that you have not more than two visitors at a time.

As a precaution against infection, children under fourteen should not visit in the Hospital.

Visitors may be able to render many small services for you but are asked to do so only under the direction of a nurse.

If you are a surgical patient you should have only the nearest relative visit on the day of operation. Obstetrical patients should have only the husband and next nearest relative visit during the first two days.

With the more liberal visiting hours the professional staff may find it necessary to ask visitors to leave your room while special treatments or medications are given. We are sure they will be glad to cooperate.

Visitors are not permitted to visit the operating or the delivery rooms.

Visitors may purchase refreshments in the Cafeteria during the following hours:

	<i>Weekdays</i>	<i>Sundays and Holidays</i>
Breakfast	7 - 8:30 A.M.	7-8:30 A.M.
Coffee	10:15-10:35 A.M.	none
Lunch	11:30- 1:00 P.M.	12-1:00 P.M.
Dinner	4:30- 6:00 P.M.	5-6:00 P.M.

### *For Your Spiritual Comfort*

A clergyman of your own choice will be contacted by the Head Nurse if you make known your wish. If you are a stranger in Boston we will get in touch with a clergyman of your own faith, at your request.

## *When You Telephone*

If you have a private phone we ask your cooperation in limiting the length of incoming and outgoing calls. By doing so you help maintain efficient switchboard service. Incoming calls for patients after 9 P.M. are not encouraged. Local calls are charged at the rate of ~~10~~ cents each. Pay stations are conveniently located for the use of ambulant patients and visitors. Your Head Nurse will direct you.

We regret that operators cannot accept messages for delivery to patients and visitors. If they were to do so it would require the full time of one operator. Operators will gladly give reports on patients' conditions according to instructions received daily from the Nursing Department.

## *Your Audio and Visual Pleasure*

In consideration of the very ill, the Hospital has provided an individual Pillow Radio Service. This is a coin radio; one dime gives one full hour of operation, whether used all at once or intermittently. We, therefore, request that patients refrain from bringing loud speaker radios to the Hospital.

Please ask the permission of the Director before bringing Television sets to the Hospital. All sets must be inspected by the Hospital's engineer before being put into use.

## *Want a Good Book?*

Free library service, sponsored by The Faulkner Hospital Aid and staffed by Volunteers, will be brought to your room each Wednesday. The librarian will help you find the type of literature in which you are interested.

## *Need a Shave?*

A visiting barber comes to the Hospital twice a week — Wednesday and Sunday mornings. Advise the Head Nurse of your needs in advance of these days.

## *You May Need a Notary*

A Notary Public is on duty during regular business hours. There is no charge for this service.

## *Do You Wish A Newspaper?*

Newsboys deliver the Boston papers morning and night. You pay the boy direct.

## *How About Reading Our Paper Too?*

Ask for your copy of the Hospital's newsletter, THE FAULKNER HERALD. We are sure you will find it interesting reading. You also might like a copy of the Hospital's Annual Report. If so, please ask for it.



## *Forget Your Toothbrush?*

The gift shop is located to the left of the main foyer as you enter the Hospital. It is sponsored by the Nurses' Alumnae Association. You will find an attractive array of toilet articles, cosmetics, greetings cards and gifts, as well as candy and magazines. Personalized flower service for all occasions is a specialty.

## *Your New Baby's Picture*

If you are one of our new mothers, it is fun to have your baby's picture taken right here in the Hospital. The camera is set up in the nursery — the nurse is the photographer. Your baby will never be younger! Ask your Head Nurse about this Women's Auxiliary project.

## *What About Your Mail?*

Incoming mail is delivered throughout the Hospital once daily — in the late morning.

There is a government mailbox for outgoing mail in the front foyer. Mail is collected during the week at 9 A.M., 6 P.M. and 9:30 P.M. Last collection on Saturdays, Sundays and holidays is at 5 P.M.

## *Your Big Day — Home-Going*

Your doctor will arrange for your discharge between 10 and 11 o'clock in the morning. Plan to have a

relative or friend accompany you. We do not like to have you leave the Hospital alone. If you need transportation consult your Head Nurse.

### *When You Feel Better Why Not Volunteer?*

After you have been home for a while and are feeling well again you may wish to keep in touch with your Hospital. We need you as much as you needed us when you first came as a patient. Both men and women volunteers can be of inestimable help in many different ways. The spiritual lift of giving service to others will also help you. Call the Hospital and ask for Mrs. Willis, Director of Volunteers, Extension 276.

### *Our Best Wishes*

Our deepest wish is that The Faulkner Hospital has given you the best possible care and service while you have been with us.

We sincerely trust your stay has been such that you leave with a warm affection for the Hospital in your thoughts.

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